

PREPARING FOR REOPENING: CONSIDERATIONS FOR ADJUSTING WIC CLINIC OPERATIONS THROUGHOUT COVID-19

BERRY KELLY

**DIRECTOR FOR THE BUREAU OF COMMUNITY NUTRITION SERVICES (CNS) AND
STATE WIC DIRECTOR, SC**

MELINDA MORRIS

WIC MANAGER, BOULDER COUNTY WIC, CO

JODY SHRIVER

**WIC PROJECT COORDINATOR,
MUSKINGUM COUNTY WIC PROGRAM, OH**



National WIC Association

WEBINAR HOUSEKEEPING

- **All attendees** are on **mute** to ensure clear audio on the presentation.
- **Questions** portion of webinar will be facilitated using pre-selected from a pre-webinar survey of the first 1100 registrants
- **Technical Issues:**
 - Please call Webex Support at **1-866-569-3239** and email webinars@nwica.org
- **This webinar will be recorded.** A link to the recording, bios of today's speakers, and a Certificate of Attendance will follow by email.



WELCOME



**The Rev. Fr. Douglas A. Greenaway
President & CEO
National WIC Association**

OVERVIEW OF WAIVER STATUS

- NWA pushed for waiver authority in the Families First Act, which passed on March 18. USDA has authority to extend waivers through September 30
- Over the weekend, USDA extended waivers through **June 30**
- States have discretion over when and how to apply approved waivers. WIC clinics reopening are likely to be considered in the broader context of opening businesses, playgrounds, etc.
- If waivers are needed beyond September 30, Congress will need to act again. The waivers will not be permanent, but future changes can be made in legislation based on WIC's experience through COVID-19

RE-ENTRY PLAN FOR WIC SERVICES



RE-ENTRY PLAN FOR WIC SERVICES

SC DEPARTMENT OF HEALTH AND ENVIRONMENTAL CONTROL

SC Governor has directed that state agencies begin initiating a re-entry plan no later than June 1, 2020.



RE-ENTRY PLAN FOR WIC SERVICES

SC DEPARTMENT OF HEALTH AND ENVIRONMENTAL CONTROL



Safety First

#1 PRIORITY

DHEC has been working with the Division of State Human Resources, CDC, OSHA and South Carolina Department of Administration (Admin) to develop a Phased In Re-entry Plan for all state employees.





Safety First

#1 PRIORITY

These steps include:

1. Providing personal protective equipment (PPE) where required and cloth masks for all employees; hand sanitizer and cleaning materials will also be available.
2. Buildings have been and will continue to be cleaned in accordance with CDC and OSHA guidelines.



National WIC
Association



Safety First

#1 PRIORITY

These steps include (Continued):

3. Markers have been placed on the floors, stairwells, doors, and elevators to help maintain social distancing. In addition, some stairs and hallways may be one direction use only. Please follow signs where applicable.
4. Seating in breakrooms have been removed or closed to eliminate unnecessary exposure.
5. When a state leased or owned vehicle is used, employees must limit the maximum occupancy to **no more than two employees per vehicle**. If a state vehicle is not available, consult with your supervisor for approval to use your personal vehicle to conduct state business. All travel is currently limited to “essential” and must be approved by your Deputy Area.

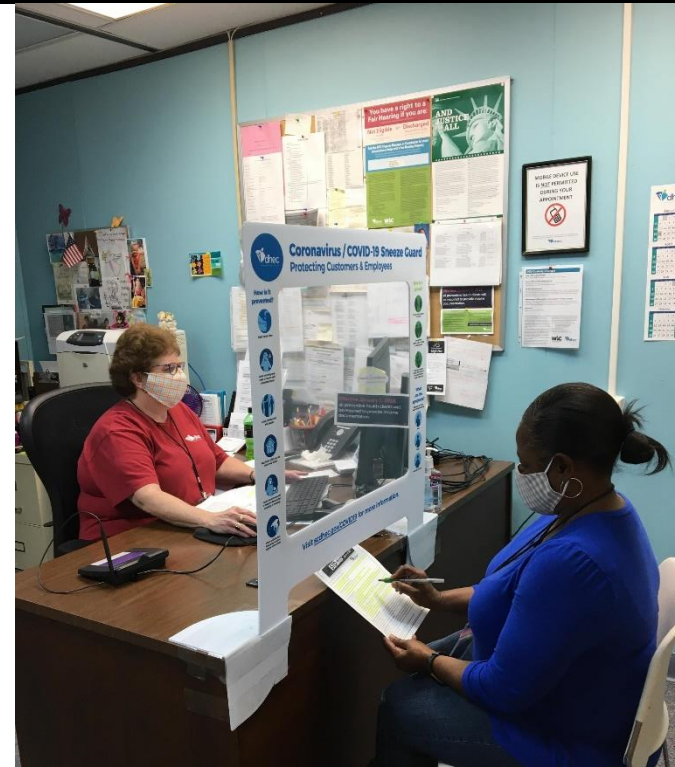


RE-ENTRY PLAN FOR WIC SERVICES

SC DEPARTMENT OF HEALTH AND ENVIRONMENTAL CONTROL

There are three broad phases for the re-entry plan.

- The first phase will include those individuals whose job functions are deemed critical and which cannot be performed at home.
 - There must be a period of at least two weeks between the start of each phase.
- The dates for the implementation of phase two and three have not been decided.



RE-ENTRY PLAN FOR WIC SERVICES

SC DEPARTMENT OF HEALTH AND ENVIRONMENTAL CONTROL

Appendix 1 (Core Functions by Agency Bureau) to the SC Department of Health and Environmental Control Continuity of Operations Plan

Level of Criticality Description

Critical 1

- Must be continued at normal or increased services load. Cannot pause. These functions involve those with the direct and immediate effect on the agency to preserve life, safety and protect property.

Critical 2

- Must be continued if at all possible, though perhaps in reduced mode. Pausing completely will have grave consequences. Must be operational within 7 days.

Critical 3

- May Pause if forced to do so, but must resume in 30 days or sooner

Critical 4

- (Deferrable) May Pause; resume when conditions permit.



RE-ENTRY PLAN FOR WIC SERVICES

BUREAU OF COMMUNITY NUTRITION SERVICES

CATAGORY	CRITICAL LEVEL
WIC Certification	3
SCWIC / eWIC Operations	3
WIC Benefit Issuance	3
Nutrition Education	3
Breastfeeding Education and Support	3
Addressing Practice Issues (RDs)	1



Displayed Signage



ENTRY NOTICE

— READ BEFORE ENTRY —

UPON ARRIVAL TO THIS FACILITY, VISITORS MUST VERIFY THE BELOW STATEMENTS REGARDING ANY ILLNESS OR SYMPTOMS RELATED TO CORONAVIRUS DISEASE. ONLY VISITORS WHO AFFIRM A “NO” ANSWER TO ALL THREE STATEMENTS WILL BE ALLOWED ENTRY.

1 I HAVE NOT EXPERIENCED ANY NEW OR WORSENING FLU-LIKE SYMPTOMS, SUCH AS FEVER (100.4 F OR GREATER), COUGH, OR SHORTNESS OF BREATH;

2 I HAVE NOT IN THE LAST 14 DAYS TRAVELED OR HAVE HAD FAMILY MEMBERS TRAVEL IN AN AIRPLANE OR TO HIGH-RISK AREA FOR TRANSMISSION OF COVID-19;

3 I HAVE NOT BEEN IN CLOSE CONTACT WITH SOMEONE UNDER EVALUATION FOR COVID-19 INFECTION OR WITH SOMEONE WHO HAS A CONFIRMED INFECTION OF COVID-19.

IF YOUR ANSWER IS “YES” TO ANY OF THE ABOVE, RETURN TO YOUR VEHICLE AND CONTACT YOUR SUPERVISOR



COVID-19

If you are experiencing symptoms related to COVID-19, call ahead to your health care provider before seeking medical attention.



RE-ENTRY PLAN FOR WIC SERVICES

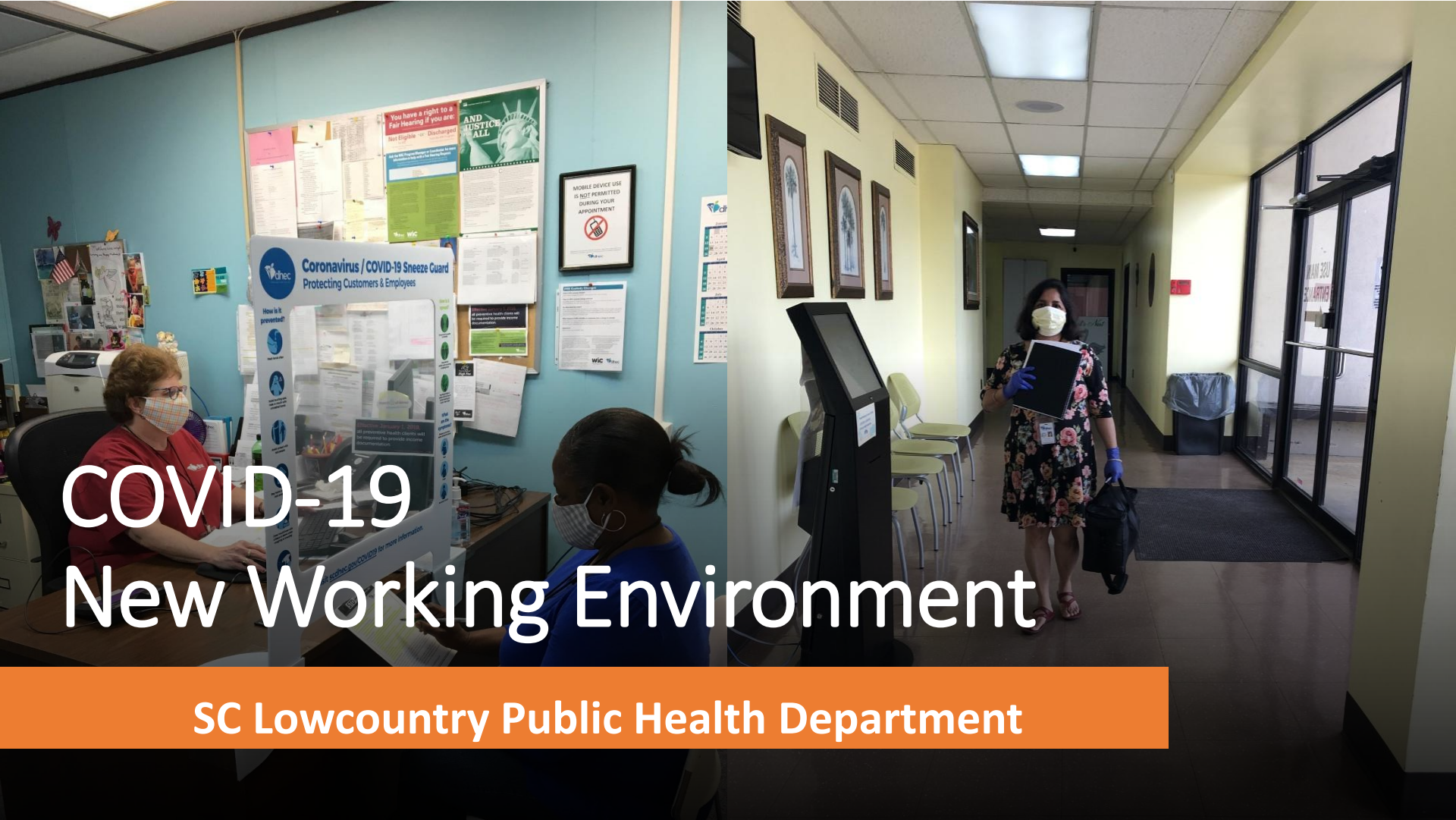
USDA/FNS WAIVERS

Providing
WIC services
remotely as of
04/13/2020



- Physical presence waiver - 3/21/2020
- Remote issuance - 3/24/2020
- Separation of duties - 3/30/2020
- Minimum Stock requirements - 3/30/2020
- Food Package Flexibilities - 4/3/2020
- Compliance Investigations - 4/14/2020
- Local Agency Monitoring - 5/11/2020
- Two months issuance for drop-shipped formulas – 5/7/2020
- **Waiver ends 06/30/2020**





COVID-19 New Working Environment

SC Lowcountry Public Health Department



National WIC
Association



Employees and Participants



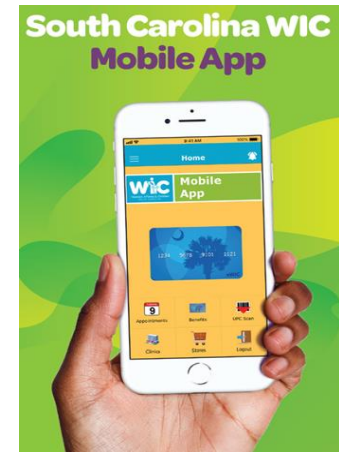
National WIC
Association

RE-ENTRY PLAN FOR WIC SERVICES

Maximizing Technology to Improve Service Delivery



eWIC
WIC App
Telenutrition
Services on Wheels



WICHealth.org
Online Nutrition Education



Reopening a Local Agency WIC Program



Melinda Morris MS, RDN, IBCLC
WIC Program Manager
Boulder County Public Health,
Colorado

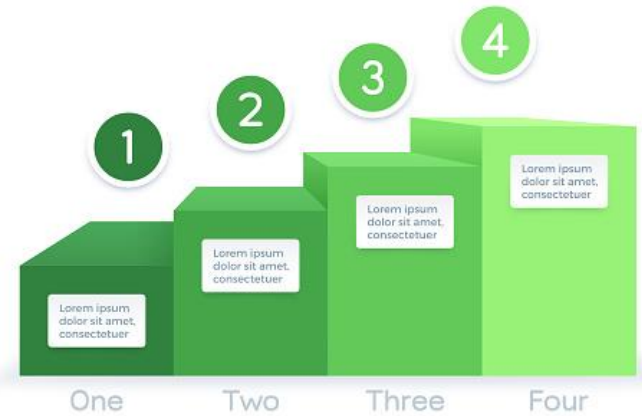
March 13, 2020

- March 12-13: WIC staffs take home equipment needed for remote work
- Monday March 16: All staffs working from home
- In our 10th week and it is working WELL!

Reopening Plan

- USDA Waiver extension - just released

- Tier system:
- Where is WIC?



Planning concerns

Clinic Location(s)

Managing Risk

Scheduling



Contact

- Melinda Morris
- Boulder County WIC Program Manager
- mmorris@bouldercounty.org
- <https://www.bouldercounty.org/families/pregnancy/women-infants-and-children/>

Preparing for Reopening: Considerations for Adjusting WIC Clinic Operations Throughout COVID-19

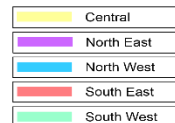
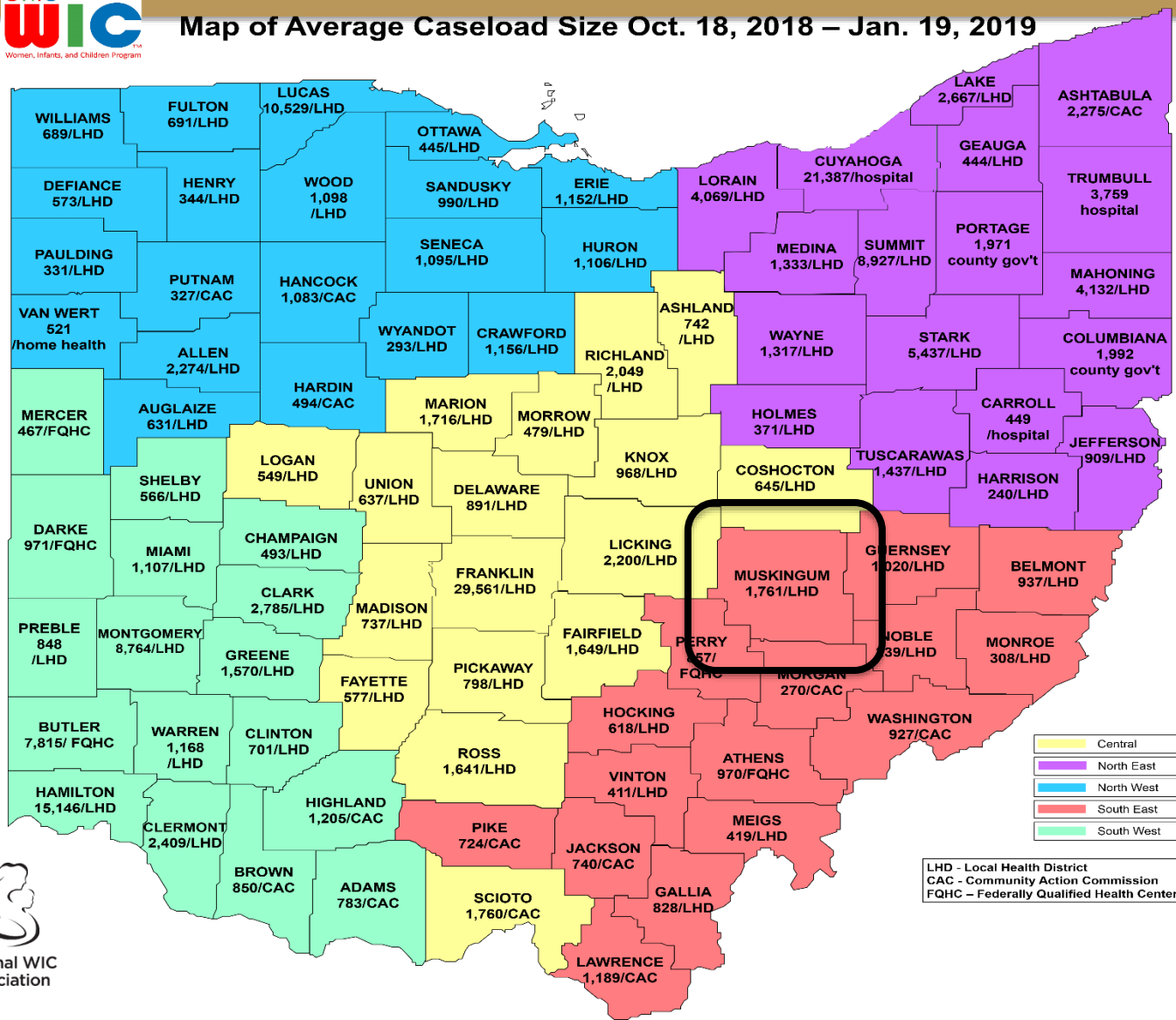
Jody Shriver
WIC Project Coordinator
Muskingum County, Ohio
Zanesville-Muskingum County Health Dept.
May 19, 2020



Local and State Characteristics



Map of Average Caseload Size Oct. 18, 2018 – Jan. 19, 2019



LHD - Local Health District
CAC - Community Action Commission
FQHC - Federally Qualified Health Center



Public Health
Prevent. Promote. Protect.
Zanesville-Muskingum County



National WIC
Association

Current Ohio Recommendations

- Encourage telecommuting when possible
- Employees must wear masks or facial coverings in the office. Masks or facial coverings strongly recommended for visitors.
- Screening employees and visitors
- Availability to wash or clean hands
- Provide guidance on social distancing



Current Program Recommendations

- Tele-WIC or text-WIC
- USDA Waivers
- Telecommuting when possible
- Balance Safety and Sanity
- Continue to provide tailored nutrition education



Combining Recommendations

- Balance Safety and Sanity
- Create a plan and share it with my local agency and state program consultants
- Telecommuting when possible – continue partial or 50% onsite staff through summer
- Soft roll out – space out appointments, physically see high risk, new to program, or new babies



Life is a balance of holding on, letting go, and knowing when to do which of the two.

Jody Shriver
740-454-5040
jordans@zmchd.org



Public Health
Prevent. Promote. Protect.
Zanesville-Muskingum County



National WIC
Association

QUESTIONS

1. How can we encourage participants who may be frightened to come back into the clinic? What are some strategies to help maintain a positive experience for the participant during this transition?
2. What are some strategies for dealing with staff and participant anxiety?
3. If instructed to allow restricted number of clients in per family, what do we do in situations when parent/legal guardian has no option but to bring more than allowed number?
4. Since fewer clients will be able to come in during a given day, how will we accommodate all participants? Or should we plan to triage and/or stagger appointments?
5. What if curbside isn't an option (people don't have cars; too cold to wait outside)?
6. What should staff do when they will need to be very close to families to perform measurements?
7. What are some tips for handling deferred bloodwork and anthropometric measurements to avoid people getting lost in the mix?
8. What are some tips for on-boarding/training new staff while social distancing protocols are still in-place?
9. What would a partial reopening look like?
10. What suggestions do you have for safe breastfeeding help?

POST-WEBINAR OPPORTUNITIES

- Join **NWA's Slack Platform** for COVID-19 Response Working Groups
 - There is a channel dedicated to “reopening”
 - All attendees will receive an invitation for the slack platform within 1 (one) business day of the webinar
- Send your developed **guidance, policies, and other resources** to share to NWA for our COVID-19 Resources Page
- **FAQ document** from NWA from survey under development and will be shared
- **2020 Virtual Annual Conference**, June 23-25, 2020. Click here for more information.

Need help? Contact Emily Gilcher, Education and Membership Engagement Manager, at egilcher@nwica.org.

CONTACT NATIONAL WIC ASSOCIATION

- **Brian Dittmeier, Senior Public Policy Counsel, National WIC Association, bdittmeier@nwica.org**
- **Elisabet Eppes, Program Innovation Director, National WIC Association, eeppes@nwica.org**
- **Emily Gilcher, Education and Membership Engagement Manager, National WIC Association, egilcher@nwica.org**



THANK YOU

This webinar was **recorded**. A link to the recording and a Certificate of Attendance will follow by email.

